May 24, 2019

Former Montana Administrator and AAMVA Regional Director Ed Gill Passes

We are saddened to announce the passing of Montana's former Administrator and AAMVA's former Regional Director, Region 4, Edward "Chub" Gill. He passed on April 26, 2019, at the age of 101.

Chub was born November 4, 1917 in Deer Lodge, Montana to Don Gill and Alice Byerly Gill. He attended Deer Lodge public schools, graduating from Powell County High School in 1937. After graduation, Chub was employed by the U.S. Department of Agriculture as a principal forest guard. He supervised and communicated with isolated lookouts and enforced forest law violations.

During WWII, Chub served as 1st sergeant in the Army of Engineers. During his time in the service he attended Catawba College in Salisbury, North Carolina. During active duty Chub was stationed in the South Pacific on the island of Luzon in the Philippines. He was qualified as an expert rifleman and decorations included a bronze service star and victory medal. After being honorably discharged from the army in 1946 he began working for the Registrar of Motor Vehicles in Deer Lodge, as deputy registrar. Chub's next job was regional director for Region 4 of the American Association of Motor Vehicle Administrators where he worked until he retired at age 69, in 1986. Read the full obituary here.

Imported Vehicle Working Group Survey

AAMVA's Imported Vehicles Working Group is seeking information regarding jurisdiction procedures for titling and registering imported vehicles. The Working Group's purpose is to provide guidance to jurisdictions who are implementing title and registration policies on vehicles that have been imported and presented for title or registration. The guidance document will include information on federal laws for importing vehicles, the federal importation process, and the jurisdiction responsibilities when titling and registering imported vehicles. Please respond to this survey by June 4, 2019. If you have any questions, contact Casey Garber. Thank you for your assistance.

Looking for Members to Lend Their Expertise

AAMVA is looking for additional jurisdiction members to lend their expertise on our three standing committees. Serving on a committee is an ideal way to influence policy, develop best practices and network with your peers. Visit aamva.org to see the list of specific positions that we are seeking jurisdiction members to fill on our
11 | CDLIS Reports Timeliness (intermediate)

12 | CDLIS Reports Data Quality (intermediate)

13 | CD90.4.1 Out-of State Transaction as SOR Reports (advanced)

18 | CDLIS Reports Identifying Potential Issues SDLA (advanced)

19 | CDLIS Reports Identifying Potential Issues Qtrl OP (advanced)

JUNE - SPEXS

3 | SPEXS Overview (basic)

4 | SPEXS Transactions AMIE (intermediate)

5 | SPEXS Transactions NIEM (intermediate)

6 | SPEXS Batch Inquiry (intermediate)

7 | SPEXS Bulk Load (intermediate)

10 | SPEXS WEB UI and Reports (intermediate)

11 | SPEXS SPM (intermediate)

REGISTER ONLINE!

MAY

28 | NMVTIS State Web Interface (SWI) – Instant Title Verification Using the VIN Search Feature

29 | NMVTIS Suspense Resolution for Online States (Web Service Version) – Part 2

30 | NMVTIS Suspense Resolution for Online States (AMIE Version) – Part 2

Driver, Law Enforcement, and Vehicle standing committees. If a region is indicated, the applicant chosen will be from that region. If the region is shown as "Any Region," the applicant chosen could be from any of AAMVA's regions. We attempt to maintain jurisdictional and regional balance on all committees and working groups. If you would like to serve on one of our committees, please complete the Committee Member Application Form. All applications must be received by June 15, 2019. Even if you submitted an application previously, please resubmit. If you have questions, please contact Dianne Graham via email (committees@aamva.org) or phone (703.522.4200). Click here for more information.

5 Questions Answered About NYS Real ID (New York)

October 2020 is the deadline for REAL ID, and by then, you'll need either that or in New York state, an Enhanced Driver's License to board a domestic flight or enter a federal building. With 500 days to go, and an acknowledgment from officials that REAL ID can be real complicated to understand, here are some questions people who travel through the airport in Syracuse or who live near a border crossing might be asking. Read the article at mytwintiers.com.

Mock Motorcycle Crash Serves as Safety Reminder (Ontario)

When you're on a motorcycle, you always have to be careful. Saturday in the parking lot in front of Staples on the Owen Sound’s western doorstep, a mock motorcycle crash involving a car displayed what could happen if something goes wrong. 'Upon arrival on-scene we had a motorcycle under the front end of the car,' Inter Township Fire Capt. Tony Zulkowsky told a reporter, just as he might at a real collision scene. This time it was just a drill to raise public awareness. 'One female patient on the ground, which would have been the passenger on the motorcycle,' he said. 'The driver of the motorcycle was on the hood, into the windshield.' Read the article at owensoundsuntimes.com.

Facial Recognition Software Under Fire; PennDOT’s Been Using It for Years (Pennsylvania)

You may not know whether you have a double in Pennsylvania. But if you're applying for a driver's license or a state photo identification, PennDOT will let you know. The agency uses facial recognition software, as do dozens of other agencies across the nation. Images of each of the 10.1 million Pennsylvanians who hold driver's licenses and photo IDs are included in a PennDOT facial recognition database. The low-key program, in place since 2007, seeks to prevent identity theft and fraud, an agency spokeswoman said. But elsewhere, privacy and civil liberties advocates are taking a hard look at such programs, concerned that they pose risks almost as great as the fraud they purport to prevent. Read the article at triblive.com.

Feds Certify Pennsylvania's Real ID Driver's License

The Department of Homeland Security has certified Pennsylvania's Real ID driver's license more than a year before they would be needed for residents to board commercial airline flights...Pennsylvania agreed to comply in 2017, making system and process changes to issue Real ID. PennDOT has issued more than 138,000 Real IDs since March 1, but Homeland Security's designation ensures smooth travel and services for Pennsylvanians, Gov. Tom Wolf said. 'I am gratified that our optional program is in place well ahead of the federal deadline of next fall and we are providing convenient, secure services for customers,' Wolf said. Read the article at aviationpros.com.

Senate Passes Bill to Replace 'Wave' License Plates (Rhode Island)
Rhode Island lawmakers have approved a measure to replace the state's familiar wave design license plate. A bill passed by the state Senate is still far from becoming a law, but if that happens the state could start issuing standard plates with a new design during the registration process as early as December. 'It'll be tight and we'll have to put some other projects aside to get that accomplished, but we'll do what's required of us,' Paul Grimaldi, a spokesman for the state Division of Motor Vehicles, told NBC 10 News on Wednesday. Read the article at turnto10.com.

**REGION 2 NEWS**

**Texting Law Welcomed by Authorities (Florida)**

Florida's new law banning texting by drivers takes effect July 1. Police officers say it's overdue. 'Florida has been behind in this area,' North Port Police Sgt. Tony Donohew said recently. 'Many other states have already enacted similar laws.' Donahew is the head of North Port's traffic patrol division. He has seen it all...Officials throughout the state were pleased with the signing of the new law by Gov. Ron DeSantis, which is officially known as the Wireless Communications While Driving Law. Florida Highway Safety and Motor Vehicles officials praised the new law. The agency normally works to issue driver licenses, vehicle titles and tags along with other assistance for Florida Highway Patrol. 'Using wireless communication devices while driving is one of the most dangerous driving behaviors as it takes your hands off the wheel, eyes off the road and mind off driving,' FLHSMV Executive Director Terry Rhodes said. 'The Wireless Communications While Driving Law will undoubtedly make the state's roadways safer and I applaud the governor and Legislature for their dedication to this effort.' Read the article at yoursun.com.

**DDS/GMSP Say Helmets Matter (Georgia)**

May is Motorcycle Safety Awareness Month and the Georgia Department of Driver Services Motorcycle Safety Program wants to remind you of the importance of wearing a helmet for every ride. Motorcycle helmets have been shown to decrease the incidence and severity of traumatic brain injury due to motorcycle crashes. 'Statistics and common sense tell us that motorcycle helmets provide the best available protection against severe head injury in the event of a crash,' Spencer R. Moore, commissioner, DDS, said. 'The most important thing for a motorcycle rider to know is that wearing a helmet reduces the risk of dying in a crash by 37 percent.' Read the article at covnews.com.

**NC Hires 10 New Driver License Examiners to Improve Service (North Carolina)**

Ten new driver license examiners are being assigned to 10 offices of the North Carolina Division of Motor Vehicles. Division officials say in a news release that the new examiners graduated Friday from training school and will begin work Monday. They'll be assigned to offices in Morganton, Huntersville, Cary, Carrboro, Wendell, Charlotte, Garner and Gastonia, along with two Raleigh offices. DMV says it's hiring more examiners to try to improve customer service, along with express lines and dedicated road test teams. It says its customer service representatives are helping people in line to make sure they have the right documents. Read the article at fox45charlotte.com.

**Ban on Red Light Cameras Heads to Gov. Abbott's Desk After Being Passed by Texas Senate**

Legislation that would ban red light cameras across Texas is now heading to Governor Greg Abbott's desk after being passed by the Senate. House Bill 1631, which was proposed by North Texas Rep. Jonathan Stickland (R-Bedford), would prohibit the use of 'photographic traffic signal enforcement systems.' It was passed by the Texas House earlier this month, and passed through the Senate following a
Virginia DMV Commends 20 Cities and Counties With No Crash Deaths in 2018
The Virginia Department of Motor Vehicles commends 20 Virginia cities and counties that reported zero traffic fatalities in 2018. These cities and counties were honored at a ceremony Wednesday, May 22, during the 2019 Virginia Highway Safety Summit in Roanoke...‘Making this list is no easy feat, and I salute these 20 cities and counties for saving lives by dedicating countless hours to enforcement and outreach efforts,’ said DMV Commissioner Richard D. Holcomb, the Governor’s Highway Safety Representative. ‘We can all do our part to make Virginia’s roadways safer and help our community reduce or eliminate traffic fatalities. Always wear your seat belt, focus your full attention on the task of driving, follow the rules of the road – including posted speed limits – and never drive after drinking alcohol. If everyone followed these four simple rules, we would save so many lives.’ Read the article at nbc29.com.

REGION 3 NEWS

White’s Legislation Streamlining Veteran’s Designation Process on DL/IDs Sent to Governor (Illinois)
Illinois Secretary of State Jesse White’s legislation streamlining the process for U.S. military veterans getting a driver’s license or ID card (DL/ID) with the word ‘VETERAN’ displayed on the card has been sent to the governor. HB 3216 allows veterans who have received an Honorable or General under Honorable Conditions discharge to obtain the veteran’s designation on their DL/ID by bringing their DD214 or other acceptable discharge document directly to a Secretary of State Driver Services facility. Under this legislation, the veteran is no longer required to visit the Illinois Department of Veterans Affairs (IDVA) before coming to the Secretary of State. Read the article at riverbender.com.

Michigan Secretary of State Unveils Motorcycle Safety Program
Look twice, save a life. Michigan Secretary of State Jocelyn Benson is sending a message for all drivers this summer. This week, Benson announced a new program designed for both two-wheel and four-wheel drivers. It centers around bikers on our roads and highways. With more than 130 motorcycle deaths per year in the state, Benson says it’s important to watch out for motorcyclists, as it’s sometimes harder to see them. Read the article at wndu.com.

Teens Continue to Wait for Their Driver’s License (Michigan)
Are students pumping the brakes on getting their driver’s licenses early? Trends in data and anecdotal observations say ‘yes.’ Tom Bryant is director of the driver program division at the Michigan Secretary of State (SOS). He said that it’s understood that teens are not as interested in getting their license at 16 as previous generations...The most recent hard data is from 2014. Bryant said the percentage of 16- and 17-year-olds who get a Level 2 license has decreased over the years. In 2014, 28.2 percent of 16- and 17-year-olds obtained a Level 2 license, allowing unsupervised driving. In 2005, 31.4 percent received their level 2. ‘I’m certain it’s continued to incrementally decline,’ he said. One of the biggest reasons for this is the cost of education. Read the article at tctimes.com.

Missouri Lawmakers Relax Laws for Vehicle Inspections, Motorcycle Helmets
Changes to few traffic safety laws in Missouri could soon be confirmed and would
result in less vehicles inspections and make it legal for adult motorcyclists to ride without a helmet. Right now the state helmet law applies to motorcyclists of all ages and all motor vehicles more than five years old have to be inspected every other year. Lawmakers who drafted the bill anticipate more than a million ‘middle age’ cars could be exempt from the inspection requirement because they are less than 10 years old or have less than 150,000 miles. Read the article at kfvs12.com.

Cincinnati Ramping up for Road Safety Project Vision Zero (Ohio)
Cincinnati's Department of Transportation and Engineering is starting to plan for Vision Zero. That's a national philosophy for traffic safety. Mel McVay with the DOTE says the idea is that all traffic deaths are preventable. McVay says because community engagement is a big part of Vision Zero, the city will revamp a website to let residents zoom in on their neighborhoods to identify problem areas. ‘Click at a specific intersection and say "Hey, at this intersection I can't get across the street. The signal is just too short." Or "there's speeding in this corridor," or "cars aren't yielding at the crosswalk." There's maybe nine of 10 different options that people can select.' She says that should be online within a few weeks. Read the article at wvxu.org.

Hand Gestures and Horses: Waymo’s Self-Driving Service Learns to Woo the Public (Arizona)
On a sunny spring day in suburban Phoenix, a white minivan stops at a crosswalk to let a man pass. He gives the vehicle a wave, signaling it should go ahead — which it does, until the pedestrian suddenly steps off the curb and dashes through the crossing. The van, sporting the green and blue logo of Alphabet’s self-driving car unit, brakes to a halt. Six months after Waymo started offering a driverless taxi service near Phoenix, the robot vehicles and — and the public — are learning to coexist. Read the article at forbes.com.

Motorcyclist Deaths in BC Spike 50% in a Year (British Columbia)
The number of motorcyclists who died on British Columbia's roads spiked dramatically last year, according to new data released by the B.C. Coroners Service. Last year saw 51 deaths across the province — higher than any other year over the past decade and a 50 per cent increase compared to 2017, when 34 motorcyclists died. ‘Particularly, we saw big increases in the summer months,’ said Andy Watson, the manager of strategic communications with the coroners service. In July 2018 alone, for example, there were 19 biker deaths across B.C. In June of that same year there were eight deaths, and 10 motorcyclists died in August. Read the article at cbc.ca.

California DMV Says It’s Now in Compliance With Federal Real ID Rules
The California Department of Motor Vehicles says it is now in full compliance with federal requirements for so-called Real ID driver licenses or identification cards. The state says it received notification of approval by the U.S. Department of Homeland Security on Wednesday. Applicants initially had to provide one proof of residency, but Homeland Security later decided two are needed. Real ID cardholders who only submitted one proof of residency will receive an address verification letter that must be signed and mailed back. Letters will be sent to approximately 3.6 million holders of the 4.1 million Real ID cards issued to date. Read the article at ktla.com.

Montana to Become 46th U.S. State to Reclassify Driving
Requirements for Three-Wheeled Vehicles
Slingshot®, the three-wheeled roadster which delivers a joyride unlike anything on the road, has announced that Montana will be the latest state to reclassify its driving requirements to an ‘Autocycle.’ Montana will become the 46th state to reclassify its driving requirements, as state residents will now be able operate a Slingshot with a valid state driver’s license rather than the previously-required motorcycle endorsement. Driving requirements for Montana will officially transition on October 1, 2019. Read the article at apnews.com.

Day 6 of Canada Road Safety Week is for Aggressive Driving (Saskatchewan)
In the turmoil of everyday traffic, there are many instances where things may not always go according to plan. Sometimes when this happens, aggressive tendencies will take the way in front of cooler heads. Day 6 of Canada’s Road Safety Week turns the focus onto Aggressive Driving and what that all encompasses. When it pops into your head, you may think of your typical road-rager. However, it has more or less evolved into a blanket-statement to cover the many different aspects of it. It can include running red lights, tailgating, weaving in and out of traffic, failing to yield the right of way, and as well careless driving. Read the article at discoverhumboldt.com.

Drivers, State Troopers Say Too Bright Headlights May Make Driving on the Road Less Safe (Utah)
The sun sets and headlights click on. But the current trend in headlamps — LED and HID — is making the roads less safe, drivers say. The complaints are not just anecdotal. A study from the U.S. Department of Transportation found that 88% of drivers noticed headlight glare with 31% saying the glare is ‘disturbing.’ The same study found that one out of every 100 drivers claim glare led to either a crash or a near miss. A petition, circulating right now on Change.org, is asking the federal government to crack down on LED and HID headlights because of the ‘dangerous, blinding glare,’ which has racked up more than 5,000 signatures. Read the article at abcnews4.com.

U.S. Congress Considers Whether to Require Car Child Alerts
Automakers would be required to install technology on new vehicles that alerts exiting parents to check for children in the back seat under legislation introduced in Congress in response to deaths of children left behind in hot cars. Lawmakers say more than 800 children forgotten in vehicles have died from heatstroke in the United States over the last two decades. The bill would require the National Highway Traffic Safety Administration to write new rules within two years mandating the introduction of ‘a distinct auditory and visual alert’ to remind drivers to check the back seat. It would also require a study to assess the feasibility of retrofitting existing vehicles with the system. Read the article at reuters.com.

Postal Service to Test Autonomous Semi Trucks for Hauling Mail Across State Lines
The U.S. Postal Service is testing its first long-haul self-driving delivery truck in a two-week pilot program that will use an autonomous tractor-trailer to deliver mail between distribution centers in Phoenix and Dallas. TuSimple, a self-driving truck company, is providing the vehicle and will have a safety engineer and driver in the cab to monitor its performance and take control if there are any issues, the company said in announcing the test Tuesday. The Postal Service has been exploring the idea for some time, recently soliciting bids to put semi-autonomous mail trucks on the road in a few years that allow a human to sort the mail while being autonomously
Scientists Create Video Game to Help Elderly Drivers Stay Safe
A video game that makes elderly motorists safer on the roads has been developed by scientists. The simple technique requires only a set-top box and a TV — and for users to play regularly. The game called Cognitive Training for Car Driving (CTCD) comes at a time when the number of older car drivers worldwide is increasing...But a study of 60 pensioners aged 65 to 80 has found those who played CTCD drove better six weeks later. It tested their reaction times, attention spans and memories. It was set up in the participants’ homes — and they only had to play it for 20 minutes a day five days a week to reap the benefits. Read the article at nypost.com.

Woman Avoids Drug Driving Charges by Claiming THC Was From ‘Passive Smoking’
Last month, a woman in New South Wales avoided charges for allegedly driving under the influence of drugs. Nicole Spackman had tested positive for cannabis at a roadside drug test in northern NSW, but argued a ‘passive smoking’ defence in an attempt to get out of the fine, the ABC reports. She hadn’t smoked weed in weeks, she insisted, but had been visiting her terminally ill neighbour who was smoking medicinal cannabis in her presence. The line worked, and the magistrate dismissed Nicole’s case in what has since been labelled a landmark court ruling. It’s an incident that highlights the ambiguity and fallibility of roadside drug tests. While police who were pursuing charges against Nicole argued that it was impossible to test positive to tetrahydrocannabinol (THC) from passive smoking, Magistrate David Heilpern ruled that the prosecution did not provide enough evidence to prove her wrong—noting that ‘scientists do not know everything about THC and its rate and method of absorption.’ Read the article at vice.com.

That Ride-Share Car Is Full of Germs, and Maybe Hasn't Fixed a Safety Recall
More than one in six vehicles operated by Uber and Lyft drivers has unrepaired defects covered by outstanding safety recalls, according to a new study. And that's not the only disturbing news about your shared ride — a separate study shows that the interior of the vehicle is likely 35,000 times dirtier than a toilet seat. Read the article at nbcnews.com.

Digital Rollbacks: Millions of Cars Have False Mileage on Odometers
There’s a hidden danger on the roads – one that’s illegal and potentially putting families at risk: rolled-back odometers. Experts say vehicle odometers are easier than ever to roll back. 'Our research shows there are now 1.6 million cars that are on roads across the country that have an odometer rolled back, and that’s costing consumers millions of dollars,' said Chris Basso, who works with Carfax, a company that provides vehicle history reports. In a demonstration with Carfax, an odometer on a 2006 Chevy Silverado with 230,323 miles was tampered with in less than 30 seconds. A technician with an inexpensive electronic device was able to erase nearly 100,000 miles of wear, tear and history, leaving the Silverado with 130,483 miles. Read the article at nbc12.com.

3,166 Died in 2017 Car Accidents Involving Distracted Drivers
Every day in the United States, about nine people are killed in motor vehicle accidents blamed on distracted drivers. In 2017, the yearly total was 3,166 deaths, according to data from the National Highway Traffic Safety Administration. Looked at another way, 9 percent of fatal crashes involved a distracted driver who was focused on something other than driving – most often talking or texting on a cellphone.
(accounting for 14 percent of all distracted-driver fatalities in 2017), but sometimes eating, talking to passengers, fiddling with the radio or adjusting fan and temperature controls. Among those who died as a result of these accidents were 599 pedestrians, bicyclists or others not in the vehicle with the distracted driver. According to NHTSA’s data, people in their 20s represent the largest group of drivers in fatal crashes (23 percent), and even larger percentages of distracted drivers in fatal crashes (27 percent) and drivers distracted by cellphone use (37 percent). Read the article at eastbaytimes.com.

China Just Held a Car Race Without Any Drivers
China’s road to mastering driverless-car technology is bumpy and full of surprises -- literally. Just ask those attending the country’s top autonomous-vehicle race. In hot and windy conditions this week in the eastern city of Tianjin, dozens of self-driving cars raced for glory. On a circuit covering an area of 10 soccer fields, they navigated through bumps, sudden turns and artificial fog. Even fake cows and sheep suddenly crossed their paths for good measure. Some teams wreaked less havoc than others. Read the article at bloomberg.com.

**TWITTER NEWS**

@AAMVAConnection has been watching the twitter feed and decided to highlight some of the tweets here. Links are provided within most of the tweets, and we have also provided a link to each tweet as well. Note that you do not have to have an account or sign in to Twitter to view the message posts, images associated with the post, and the reach of the message (retweets, favorited, etc.).

Stay on top of the chatter in the MVA and LE community. You may be surprised at what you’re missing! Follow @AAMVAConnection.

Check out recent @AAMVAConnection Twitter action.

***Thank you for the @AAMVAConnection mentions!***

NHTSA @NHTSAgov | View the Tweet
Don’t let a recall ruin your summer road trip. Stay safe—check for safety recalls on your vehicle now: http://bit.ly/30wnCk9. Recalls are FREE to repair at your local dealer. #NHTSARoadTrip #SafeCarsSaveSummers
MD State Police @MDSP | View the Tweet
.@MDSP @AAAMDNews @TheMDTA taking a pledge (and urging everyone to do the same) not to drive distracted over the #MemorialDayWeekend #justdrive

New Jersey MVC @NJ_MVC | View the Tweet
Just days before the #MemorialDay weekend, Chief @suefulton joined AG @GurbirGrewalNJ and other top officials from @NJTrafficSafety & @NJDOT_info
on the #AsburyPark boardwalk yesterday to announce the kickoff of the #101DaysofSummer campaign promoting traffic safety. #JustDrive

NYS DMV @nysdmv | View the Tweet
Acting DMV Commissioner Mark J.F. Schroeder met at the border Monday with Vermont Secretary of Transportation Joe Flynn to demonstrate both states' commitment to the #ClickItOrTicket Campaign from May 20 to June 2. Please wear your seat belts! #BuckleUp #BUNY2019 #SeatBeltSafety

RI State Police @RIStatePolice | View the Tweet
Don’t drink and drive. Buckle up. Don’t text while driving.
Those reminders were shared by RI State Police Col. James Manni, @WestWarwickPD, @RIDOTNews, @AAANe_RInews and members of the faith-based community during a news conference to promote safe driving over Memorial
Day wknd.

MSP Bay Region @mspbayregion | View the Tweet
Click it Or Ticket campaign kicks off today and runs through June 2. Law enforcement officers from across the state will be out for seat belt patrols, do you buckle up? See behind the scenes pics below and latest video at https://youtu.be/QkTM7yTi6Gk   @MIOHSP #BuckleUp

NEStatePatrol @NEStatePatrol | View the Tweet
Troopers, Deputies, and Officers around the country are teaming up to promote seat belt use as part of the #Border2Border initiative and #ClickItOrTicket. Nearly 70% of the people who lost their lives on Nebraska roads last year weren't wearing their seat belt.
Idaho State Police @ispdistrict1 | View the Tweet
ISP Trooper Walker and @MTHwyPatrol Trooper Trewick meeting at the border. #border2border #ClickItOrTicket

Utah Highway Patrol @UTHighwayPatrol | View the Tweet
We’re joining forces with our neighboring state law enforcement agencies for Border to Border seat belt enforcement - #ClickItOrTicket no matter what state you’re in!
Washington State DOL @WA_DOL | View the Tweet
We’re installing cameras at each customer service workstation in 26 of our busiest offices. This will allow customers to stay with the same rep throughout a transaction and have their picture taken without moving to a different area:
http://ow.ly/JoiH30ocmXT #CustomerService #DOL

Picture this: Cameras at every licensing service office coun…
The Department of Licensing is installing cameras at each customer service workstation in 26 of its busiest offices. Expect faster, more efficient service.
licensingexpress.wordpress.com